CASE STUDY · SECURITAS × RISE UP

A global learning platform for a mission-critical security workforce, live in five months

Securitas Datacenter Physical Security replaced fragmented local tools and manual reporting with one learning platform for its teams in AMER, EMEA and APAC. GOAT LEARNING® supported the implementation and has provided managed services since go-live.

Consulting | Integration | Run-Outsourcing



GOLD BRANDON HALL AWARD

Brandon Hall Group™ HCM Excellence Awards® 2026 · Best Learning Experience Platform (LXP) Implementation

CLIENT	SECTOR	ECOSYSTEM	SCOPE	TIMELINE
Securitas, Datacenter Physical Security	Security services, critical infrastructure	Rise Up (LMS/LXP), standalone and SSO-ready	Three regions: AMER, EMEA and APAC	5 months, go-live November 2025

Context

Securitas is a global safety and security solutions partner, with 300,000+ employees in 44 markets. Its Datacenter Physical Security entity protects critical data center infrastructure for a global client, with security officers, supervisors, managers and support functions across AMER, EMEA and APAC. The work demands consistent standards, repeatable onboarding, reliable compliance training and accurate visibility on who is qualified for what.

Challenge

Training content sat on SharePoint or on country-specific LMS platforms. Completions were captured in MS Forms and consolidated by hand in Power BI dashboards. The set-up gave basic visibility but no structured learning paths, no real-time reporting and a heavy manual workload, while headcount and sites were growing fast in EMEA and APAC. Many frontline employees had never used a learning platform.

What we did

With no central HRIS in place, Securitas chose a standalone LXP that could go live quickly. Standalone did not mean closed: the platform was set up from the start for SSO, user provisioning and data synchronization, so integration remains possible without being a prerequisite.

GOAT LEARNING® supported the Rise Up implementation: roles, learner groups, administration rules and a structured provisioning process, with existing content organized into clear learning paths. A pilot with users in the three regions, rated 3.73 out of 4 for overall satisfaction, led to final adjustments. The platform then went live in EMEA and APAC, then AMER, five months after project launch, testing and pilot included.

Adoption was planned from day one: regional town halls with sponsors, office hours, a network of 10 LMS Champions from operations, a dedicated Teams channel, step-by-step guides, automated reminders and new modules every two weeks. The platform was introduced as the home of processes that were already mandatory, onboarding and compliance certifications, rather than as one more tool.

KEY FIGURES

5 months

from project launch to global rollout

84%

adoption across three regions at launch

95%

sustained learner engagement

> **“Great collaboration, true partnership and a fantastic result.”**
>
> **Eszter Pandi**, Head of Learning and Development, Securitas

PLATFORM PARTNER

rise up

The learning platform is Rise Up, a GOAT LEARNING® partner. GOAT LEARNING® supported its implementation and has handled platform administration since go-live.

RESULTS

What the platform delivered

LEARNING ACTIVITY, 26 NOVEMBER 2025 TO 31 MARCH 2026

85%
completion of mandatory learning paths

82%
course connection rate

21 min
average e-learning session

PILOT FEEDBACK

3.73/4
overall satisfaction

75
Net Promoter Score

10
LMS Champions from operations

Scope delivered

- One global learning platform for the Datacenter Physical Security teams in AMER, EMEA and APAC
- Access on smartphone, tablet and desktop, with e-learning, quizzes and video
- One system for classroom, on-the-job and digital training, in place of paper lists, Excel, SharePoint folders and email confirmations
- Real-time reporting in place of manual Power BI consolidation
- Managed services since go-live: platform administration and support

Value created for SECURITAS

- Managers track mandatory training and act without delay
- Compliance kept visible after go-live through managed services
- Structured onboarding paths for new hires
- A scalable foundation for learning, compliance and workforce readiness
- Gold at the Brandon Hall Group HCM Excellence Awards® 2026

IN THE CLIENT'S WORDS

> In five months, we transformed fragmented local training processes and manual reporting into a single global learning ecosystem across AMER, EMEA, and APAC, establishing the first global learning experience system for our program. The judging panel recognized the initiative for its practical design, strong frontline adoption, measurable business impact, and successful global implementation.

Eszter Pandi, Head of Learning and Development, Securitas Datacenter Physical Security Global Training Team

OUR THREE OFFERS

Consulting
Audit, scoping and design of the learning and talent architecture.

Integration ON THIS PROJECT
HRIS, LMS and TMS integration, data migration and flow automation.

Run-Outsourcing ON THIS PROJECT
LMS administration, support, reporting and continuous improvement.

Planning a global learning platform rollout?

Let us talk about your context, your constraints and your timeline.

Talk to an expert

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